

Message Text

LIMITED OFFICIAL USE

PAGE 01 LUXEMB 00032 200955Z

17

ACTION CU-03

INFO OCT-01 EUR-12 ISO-00 H-01 USIA-06 OS-01 /024 W

----- 092494

R 200920Z JAN 75

FM AMEMBASSY LUXEMBOURG

TO SECSTATE WASHDC 4238

INFO AMEMBASSY BERN

LIMITED OFFICIAL USE LUXEMBOURG 0032

FOR CU/IR

E.O. 11652: N/A

TAGS: CASC

SUBJ: CONGRESSIONAL INQUIRY NO. 137-0421 FROM REP. JAMES
WRIGHT, JR., RE STUDENT OVERSEAS SERVICES

REF: DEPT OM, DEC. 28, 1974 (NOTAL)

SUMMARY: COMPLAINTS RECEIVED BY CONGRESSMAN WRIGHT
CLOSELY PARALLEL THOSE RECEIVED BY EMBASSY CONCERNING
SOS. PRINCIPAL PROBLEMS RESULT FROM 1) STUDENTS HAVING
TO PAY SUPPLEMENT TO AIR FARE AT LAST MINUTE; AND 2)
SWISS GOVERNMENT RESTRICTIONS ON STUDENT EMPLOYMENT.
EMBASSY IS CURRENTLY DISCUSSING THESE PROBLEMS WITH
SOS AND WILL REPORT OUTCOME OF THESE CONVERSATIONS
BEFORE PROPOSING ANY FUTURE ACTION. END SUMMARY

1. ON RECEIPT OF REFERENCED OM, EMBASSY CONSULAR OFFICER
ATTEMPTED WITHOUT SUCCESS TO CONTACT RAMSEY HARRIS,
HEAD OF STUDENT OVERSEAS SERVICES (SOS), TO SEEK EXPLANA-
TION AND DISCUSSION OF CITIZEN COMPLAINTS REFERRED TO
BY CONGRESSMAN JAMES C. WRIGHT, JR. MR. HARRIS HAS
BEEN UNAVAILABLE SINCE BEGINNING OF CHRISTMAS
HOLIDAY SEASON AS SOS OFFICES IN LUXEMBOURG NORMALLY
CLOSE DURING THIS PERIOD.

2. COMPLAINTS TO CONGRESSMAN WRIGHT CLOSELY PARALLEL
LIMITED OFFICIAL USE

LIMITED OFFICIAL USE

PAGE 02 LUXEMB 00032 200955Z

OTHERS RECEIVED DIRECTLY BY EMBASSY, WHICH HAVE BEEN

BROUGHT INDIVIDUALLY TO THE ATTENTION OF SOS. MANY SUCH COMPLAINTS ALSO INVOLVE ALLEGATIONS OF NON-PAYMENT OF PROMISED REFUNDS. NO EVIDENCE HAS BEEN FOUND OF ANY DISHONESTY OR INTENTIONAL MISREPRESENTATION ON THE PART OF SOS. HOWEVER, TWO SOURCES OF CONTINUAL MISUNDERSTANDING AND COMPLAINT STAND OUT:

A) SOS ADVERTISES AND COLLECTS IN ADVANCE A "PACKAGE" FEE INCLUDING SUBSTANTIALLY REDUCED ROUND-TRIP AIR FARE. THIS IS BASED ON THE ASSUMPTION THAT ALL SOS STUDENTS WILL FLY TO AND FROM LUXEMBOURG IN GROUPS OF AT LEAST TEN PERSONS. SHOULD FEWER THAN TEN PERSONS SHOW UP FOR A FLIGHT DUE TO CONCESSIONS OR CHANGES IN PLANS, THE NINE ARE INELIGIBLE FOR THE SPECIAL REDUCED FARE AND MUST EITHER PAY SUPPLEMENT THEMSELVES OR AWAIT ANOTHER FLIGHT. SOS HAS CONSISTENTLY FAILED TO WARN PROSPECTIVE CLIENTS, WHO MAY BE STUDENTS RETURNING TO THE US WITH LITTLE FUNDS.

B) ALTHOUGH SWISS LAW (MOST OF THE STUDENTS ARE PLACED IN JOBS IN SWITZERLAND) ALLOWS FOREIGN STUDENTS TO WORK ONLY DURING A SPECIFIED PERIOD FROM JULY TO OCTOBER AND REQUIRES WORK PERMITS AND VALID STUDENT IDENTIFICATION, SOS HAS NOT ALWAYS INFORMED ITS STUDENTS OF THESE RESTRICTIONS BEFORE THEIR ARRIVAL IN EUROPE.

3. FOR THESE REASONS, THE EMBASSY NOW RESPONDS TO INQUIRIES ABOUT SOS FROM PROSPECTIVE CLIENTS WITH A CAREFULLY-WORDED LETTER (POUCHED TO CU/IR) URGING CAUTION WITHOUT EITHER RECOMMENDING OR CRITICIZING SOS. WE HAVE BROUGHT INDIVIDUAL INCIDENTS OF ADMINISTRATIVE BREAKDOWN TO ATTENTION OF SOS AND USUALLY OBTAINED SATISFACTION FOR AMERICAN CITIZENS INVOLVED. HOWEVER, WE ARE NOW ENGAGED IN DISCUSSIONS ON THE TWO POINTS OUTLINED ABOVE AND HOPE TO BE ABLE TO PREVENT SUCH INCIDENTS IN THE FUTURE BY PERSUADING SOS TO GIVE MORE ADEQUATE INFORMATION TO PROSPECTIVE CLIENTS IN ADVANCE. BEFORE TAKING MATTER UP WITH GOL, EMBASSY BELIEVES THESE DISCUSSIONS SHOULD BE CONTINUED.

4. EMBASSY PREFERS TO WAIT FOR CONCLUSION OF THESE CONVERSATIONS WITH SOS, AND LOOK AT SUBSEQUENT SOS PERFORMANCE, BEFORE TAKING UP QUESTION WITH GOL.TARNOFF
LIMITED OFFICIAL USE

LIMITED OFFICIAL USE

PAGE 03 LUXEMB 00032 200955Z

LIMITED OFFICIAL USE

NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01 JAN 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
Control Number: n/a
Copy: SINGLE
Draft Date: 20 JAN 1975
Decaption Date: 01 JAN 1960
Decaption Note:
Disposition Action: RELEASED
Disposition Approved on Date:
Disposition Authority: MorefiRH
Disposition Case Number: n/a
Disposition Comment: 25 YEAR REVIEW
Disposition Date: 28 MAY 2004
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1975LUXEMB00032
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Film Number: D750020-1065
From: LUXEMBOURG
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1975/newtext/t19750137/aaaabgus.tel
Line Count: 107
Locator: TEXT ON-LINE, ON MICROFILM
Office: ACTION CU
Original Classification: LIMITED OFFICIAL USE
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
Previous Channel Indicators: n/a
Previous Classification: LIMITED OFFICIAL USE
Previous Handling Restrictions: n/a
Reference: 75 DE28, 75 1974
Review Action: RELEASED, APPROVED
Review Authority: MorefiRH
Review Comment: n/a
Review Content Flags:
Review Date: 05 JUN 2003
Review Event:
Review Exemptions: n/a
Review History: RELEASED <05 JUN 2003 by WorreISW>; APPROVED <05 JUN 2003 by MorefiRH>
Review Markings:

Margaret P. Grafeld
Declassified/Released
US Department of State
EO Systematic Review
05 JUL 2006

Review Media Identifier:
Review Referrals: n/a
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
Secure: OPEN
Status: NATIVE
Subject: CONGRESSIONAL INQUIRY NO. 137-0421 FROM REP. JAMES WRIGHT, JR., RE STUDENT OVERSEAS SERVICES
TAGS: CASC
To: STATE
Type: TE
Markings: Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 05 JUL 2006